

MANUFACTURING EXTENSION PARTNERSHIP

Success Stories from the Field

MAST Technology Inc.

Nevada Management Assistance Partnership

Mast Technology Earns Iso 9001:2000 Certification

Client Profile:

Mast Technology, founded in 1990 and headquartered in Boulder City, Nevada, is an ammunition and machinery manufacturer that operates primarily as a defense contractor. The company is privately owned and employs 45 people. Mast Technology has two production facilities, one in Boulder City, Nevada and another at the Lake City Army Ammunition Plant in Independence, Missouri.

Situation:

Mast Technology wanted to become ISO 9001:2000 registered to maintain existing and pursue additional government contracts. With guidance from the Nevada Management Assistance Partnership (MAP), a NIST MEP network affiliate, Mast Technology began its pursuit of ISO certification at its Boulder City facility.

Solution:

MAP managed the project and brought in two partner ISO specialists--Prism e (a quality system consulting firm based in Southern California) and ABS Quality Evaluator (an ISO registrar)--to contribute their expertise. MAP worked with Mast Technology and Prism e to create a quality manual and deliver internal audit training. MAP also helped to arrange the final audit conducted by ABS Quality Evaluators. Mast Technology passed its final audit and was recommended for ISO registration.

The success of Boulder City's ISO registration prompted Mast Technology to ask for MAP's assistance achieving the same results at its Independence, Missouri facility. MAP began implementing ISO standards at the Lake City Army Ammunition Plant in Independence in early summer 2003. By mid-summer, standards had been put into place and ABS's final audit showed only minor non-conformances. These issues are scheduled to be resolved by the end of July 2003, and Mast Technology expects to receive its ISO recommendation at that time.

Results:

Achieved ISO 9001:2000 certification at one facility.

Completing the process of certification at a second facility.

Met time constraint for certification to bid on additional government contracts.

Realized substantial cost savings on the certification project.

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Increased levels of employee involvement and problem resolution.
Improved competitive position of company.

Testimonial:

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